



Women, Infants & Children Program
Utah Department of Health
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POLICY MEMO

Memo #: 2011-16-P Effective: Immediately

Date: 09/29/11

Subject: Revised VISION Policy and Procedures Manual

To: All Local WIC Directors and Local WIC Clinic Staff

From: Chris Furner, Program Manager

Attached along with this memo is a new revision of the VISION Policy and Procedures Manual. This revision is dated September 30, 2011. The new revision supersedes previous revisions including the June 01, 2011 revision that was printed in the VISION training binders. The updated policy manual has been posted to the Utah WIC web site at:

<http://www.health.utah.gov/wic/policy.php>.

The VISION policy manual is subject to additional changes as needed until it is incorporated into the regular P&P next year.

The following changes, additions or deletions were made; new text is highlighted in yellow:

- C.11 page 9, Portions removed regarding transfers of clients between computer systems, due to the fact that all Utah clinics have now been converted to VISION.
- C.16 page 14, Section added regarding documenting compliance to Processing Standard timeframes for serving WIC clients. This includes a policy that the physical address screen must be completed prior to scheduling an initial certification appointment.
- E.4 page 15, Additional clarification that staff should ensure the check has printed correctly before issuance to the participant.
- G.3 pages 22-23, Additional instructions added regarding closing complaints in the Customer Service Log.
- G.5 page 25, Additional instructions given regarding preventing and resolving duplicate names in the VISION system.
- G.5 page 26, Some text was removed regarding the Help Desk using the Interstate Dual Report to resolve duals between WICNU and VISION now that all clinics have been converted to VISION.
- O.2 Page 29, Section added regarding the use of Goals, Comments and Alerts.
- D, page 36, Information on Risk 335 added

- H.1 page 38, Change to the instructions given regarding use of the copy function in food package tailoring.
- H.2 page 38, Some text was removed regarding milestones.
- I.8 page 48, Section added regarding blood data for infants 7-12 months
- K.1 pages 52-54, changes to instructions given regarding changing mother/infant breastfeeding status
- K.2 page 55, clarifications added regarding Peer Counselor contact dates
- Additional changes to Section K are expected and may be sent separately or in a future revision.